As part of the contractual relationship with certificated sites, the site shall notify the certification body of:

* any impending prosecution or enforcement with respect to product safety or legality
* all product recalls
* adverse media or regulatory authority interest
* evidence of a significant public safety issue (e.g. food poisoning outbreak or customer injury)
* evidence of significant failings at the certificated site (e.g. fraud, corruption or significant malpractice)
* adverse public statements by a regulatory authority, NGO or major retailer
* significant public safety concerns bringing BRCGS into disrepute

This contractual requirement is also reflected in the Standards (e.g. Food Safety Issue 8 clause 3.11.4 requires **notification to the certification body within 3 days**). The aim of this notification is to allow the certification body to assess whether the incident is indicative of a failure of the site’s systems. The Certification Body must take the necessary steps to fully understand the implications of the situation and take appropriate actions. This may include requests for additional information, a further visit to the site, further full or partial re-audits, suspension or withdrawal of the BRCGS certificate.

Initial notification to BRCGS must be made within 24 hours of the site notifying the certification body. A further update can be made, where necessary, to confirm the root cause and subsequent preventive actions within a further 3 weeks

|  |  |
| --- | --- |
| **SECTION I. To be completed by affected BRCGS certificated site** | |
| **Name of responsible person at BRCGS certificated site notifying BV of recall / incident and email address** |  |
| **Date of notification to BV by certificated site** |  |
| **Site BRCGS Code** |  |
| **Company/Site Name**  As it appears in the BRC Directory |  |
| **Country**  Where the site is based |  |
| **Reason for notification**  Select one | Elija un elemento. |
| **Category of Product Recall**  Select one | Elija un elemento. |
| **Outline of Recall/Incident**  Briefly explain the reason for the incident or recall |  |
| **Product(s) effected**  Detail product name, type of product, batch codes effected if known otherwise update within 3 weeks |  |
| **Date of Recall or Incident**  What date the incident or recall start |  |
| **Correction (action taken by Site)**  Action taken by the site to rectify the incident/product |  |
| **Site or Supplier Issue**  Select one | Elija un elemento. |
| **Root Cause Analysis (conducted by Site) –**  If root cause cannot be confirmed immediately it must be reviewed and provided to Certification Body within 3 weeks of the date of recall. |  |
| **Preventive Action Plan (conducted by Site)**  If preventative action plan cannot be confirmed immediately it must be reviewed and provided to Certification Body within 3 weeks of the date of recall. |  |
| **SECTION II - TO BE FILLED IN BY BUREAU VERITAS**  When filled in, send to [brcgsrecall@bureauveritas.com](mailto:brcgsrecall@bureauveritas.com) within 24 hours from company notification | |
| **BV Local office contact managing communication with client** |  |
| **Zig/Siebel number** |  |
| **Any other information** |  |
| **SECTION III – To be filled in by ICC UK** | |
| **Jotform created by (Name)** |  |
| **Date of initial notification to BRCGS**  To be made to BRGS within 24 hours of the site notifying BV.  BV to be notified by the site within 3 working days  *Update the date every time the form is resubmitted to BRCGS* |  |
| **Certification Status**  Select one | Elija un elemento. |
| **Date of Certification Status Change (If applicable)**  Date of suspension or withdrawal |  |
| **Any other information** |  |